

# Managing poor performance

Whenever a team member is performing poorly, it's all too easy to point the finger of blame solely at them. As well as addressing the performance issue, strong managers will think about – and address – the circumstances which allowed it to happen, in order to prevent it from being repeated. They'll proactively confront under-performance at an early stage before it has a detrimental effect on the whole team, managing this in a fair and objective manner.

## Description

This topic, aimed at both new and experienced managers, will show you how to tackle poor performance in your team. As well as learning to identify the signs of poor performance, you'll think about the reasons for poor performance in detail too. This means considering whether there is anything you're doing (or not doing) which is contributing to the situation.

This topic also covers the necessary preparation for a conversation about poor performance and considers when an informal approach is preferable to a formal approach. As this can be a challenging and emotional process, you'll also learn how to remain resilient and objective throughout.

## What does it involve?

This topic includes several online activities which should take about 3 hours to complete. You'll begin with a short self-assessment of the performance environment that you have created for your team. Three online tutorials follow this, considering all aspects of managing poor performance.

These are followed by two interactive exercises where you'll respond to a number of performance management scenarios. You'll finish by producing an action plan to help apply what you have learned back in the workplace.

## What's the outcome?

Completing this topic will help you get under-performing individuals back on track quickly and effectively. By addressing poor performance before it becomes a regular occurrence, you can avoid resorting to further formal and time-consuming action. You'll understand the Civil Service procedures for managing under-performers and learn how to create the working conditions within which examples of poor performance become less and less frequent.

## Learning activities



Online  
resources



Online  
tutorial



Action  
plan

**Estimated learning time:**  
3 hours

## How to book

[learn.civilservice.gov.uk](https://learn.civilservice.gov.uk)

**0203 640 7985**

[support@governmentcampus.co.uk](mailto:support@governmentcampus.co.uk)

**Price: Free**